



Accessories

- [Supported Accessories, on page 1](#)
- [Check Your Phone Model, on page 3](#)
- [View the Accessories Associated with Your Phone, on page 4](#)
- [Headsets, on page 4](#)
- [Cisco IP Phone 8800 Key Expansion Module, on page 37](#)
- [Silicone Covers, on page 42](#)

Supported Accessories

You can use your phone with different types of accessories, such as headsets, microphones, and speakers. The tables in this section shows the accessories supported by your phone.

The following table describes the Cisco accessories available for the Cisco IP Phone 8800 Series.

Table 1: Cisco Accessories for the Cisco IP Phone 8800 Series

Accessory	Type	8811	8841	8845	8851	8851NR	8861	8865	8865NR
Cisco IP Phone 8800 Key Expansion Module	Add-on module	Not Supported	Not Supported	Not Supported	2	2	3	3	3
Cisco IP Phone 8851/8861 Key Expansion Module	Add-on module	Not Supported	Not Supported	Not Supported	Supported Supports up to 2 expansion modules of the same type.	Supported Supports up to 2 expansion modules of the same type.	Supported Supports up to 3 expansion modules of the same type.	Not Supported	Not Supported

Supported Accessories

Accessory	Type	8811	8841	8845	8851	8851NR	8861	8865	8865NR
Cisco IP Phone 8865 Key Expansion Module	Add-on module	Not Supported	Not Supported	Not Supported	Not Supported	Not Supported	Not Supported	Supported Supports up to 3 expansion modules of the same type.	Supported Supports up to 3 expansion modules of the same type.
Wall Mount Kit	Add-on module	Supported	Supported	Supported	Supported	Supported	Supported	Supported	Supported
Cable Lock	Add-on module	Supported	Supported	Supported	Supported	Supported	Supported	Supported	Supported
Footstand	Add-on module	Supported	Supported	Supported	Supported	Supported	Supported	Supported	Supported
Silicone Case	Phone Case	Supported	Supported	Supported	Supported	Supported	Supported	Supported	Supported
Cisco Headset 520 Series	USB	Not Supported	Not Supported	Not Supported	Supported	Supported	Supported	Supported	Supported
Cisco Headset 530 Series	Standard	Supported	Supported	Supported	Supported	Supported	Supported	Supported	Supported
Cisco Headset 530 Series	USB Adapter	Not Supported	Not Supported	Not Supported	Supported	Supported	Supported	Supported	Supported
Cisco Headset 560 Series	Standard	Supported	Supported	Supported	Supported	Supported	Supported	Supported	Supported
Cisco Headset 560 Series	USB Adapter	Not supported	Not supported	Supported	Supported	Supported	Supported	Supported	Supported
Cisco Headset 720 Series	USB Adapter	Not supported	Not supported	Not supported	Supported	Supported	Supported	Supported	Supported
Cisco Headset 720 Series	Bluetooth	Not supported	Not supported	Supported	Supported	Not supported	Supported	Supported	Not supported
Cisco Headset 730	USB Adapter	Not supported	Not supported	Not supported	Supported	Supported	Supported	Supported	Supported

Accessory	Type	8811	8841	8845	8851	8851NR	8861	8865	8865NR
Cisco Headset 730	Bluetooth	Not supported	Not supported	Supported	Supported	Not supported	Supported	Supported	Not supported
Bang & Olufsen Cisco 980	USB Adapter	Not supported	Not supported	Not supported	Supported	Supported	Supported	Supported	Supported
Bang & Olufsen Cisco 980	Bluetooth	Not supported	Not supported	Supported	Supported	Not supported	Supported	Supported	Not supported

The following table describes the third party accessories available for the Cisco IP Phone 8800 Series.

Table 2: Third Party Accessories for the Cisco IP Phone 8800 Series

Accessory	Type	8811	8841	8845	8851	8851NR	8861	8865	8865NR
Headset	Analog	Supported	Supported	Supported	Supported	Supported	Supported	Supported	Supported
Headset	Analog Wideband	Supported	Supported	Supported	Supported	Supported	Supported	Supported	Supported
Headset	Bluetooth	Not supported	Not supported	Supported	Supported	Not supported	Supported	Supported	Not supported
Headset	USB	Not supported	Not supported	Not supported	Supported	Supported	Supported	Supported	Supported
Microphone	External PC	Not supported	Not supported	Not supported	Not supported	Not supported	Supported	Supported	Supported
Speakers	External PC	Not supported	Not supported	Not supported	Not supported	Not supported	Supported	Supported	Supported

Check Your Phone Model

It is important to know your phone model because each phone supports a different set of accessories.


Procedure

-
- Step 1** Press **Applications** .
- Step 2** Select **Phone information**. The **Model number** field shows your phone model.
-

View the Accessories Associated with Your Phone

You can use the headset jack, Bluetooth, or the USB port to connect external hardware to your phone. The accessory list, by default, contains an analog headset that can be set up to enable wideband

Procedure

-
- Step 1** Press **Applications** .
- Step 2** Select one of the following options:
- **Accessories**
 - **Bluetooth**
- Step 3** (Optional) Select an accessory and press **Show detail**.
- Step 4** Press **Exit**.
-

Headsets

There are a number of Cisco and third party headsets available for use on your Cisco IP Phones and devices. For additional information about Cisco headsets, see <https://www.cisco.com/c/en/us/products/collaboration-endpoints/headsets/index.html>.

Related Topics

[Supported Accessories](#), on page 1

Important Headset Safety Information



High Sound Pressure—Avoid listening to high volume levels for long periods to prevent possible hearing damage.

When you plug in your headset, lower the volume of the headset speaker before you put the headset on. If you remember to lower the volume before you take the headset off, the volume will start lower when you plug in your headset again.

Be aware of your surroundings. When you use your headset, it may block out important external sounds, particularly in emergencies or in noisy environments. Don't use the headset while driving. Don't leave your headset or headset cables in an area where people or pets can trip over them. Always supervise children who are near your headset or headset cables.

Cisco Headset 500 Series

The following Cisco headsets are available:

- Cisco Headset 521—A headset with a single earpiece that comes with an inline USB controller.

- Cisco Headset 522—A headset with a dual earpiece that comes with an inline USB controller.
- Cisco Headset 531—A headset with a single earpiece that can be used as either a standard headset or a USB headset with the USB adapter.
- Cisco Headset 532—A standard headset with a dual earpiece that can be used as either a standard headset or a USB headset with the USB adapter.
- Cisco Headset 561—A wireless headset with a single earpiece that comes with a base.
- Cisco Headset 562—A wireless headset with a dual earpiece that comes with a base.

Cisco Headset 521 and 522

The Cisco Headset 521 and 522 are two wired headsets that have been developed for use on Cisco IP Phones and devices. The Cisco Headset 521 features a single earpiece for extended wear and comfort. The Cisco Headset 522 features two earpieces for use in a noisy workplace.

Both headsets feature a 3.5-mm connector for use on laptops and mobile devices. An inline USB controller is also available for use on the Cisco IP Phone 8851, 8851NR, 8861, 8865, and 8865NR. The controller is an easy way answer your calls, and to access basic phone features such as hold and resume, mute, and volume control.

Phone Firmware Release 12.1(1) and later is required for these headsets to function properly.

Figure 1: Cisco Headset 521



Figure 2: Cisco Headset 522



Cisco Headset 531 and 532

The Cisco Headset 531 and 532 can be used as standard headsets on the phones. You plug the headset into the headset port using the RJ connector.

The Cisco Headset USB Adapter is also available for use on the Cisco IP Phone 8851, 8851NR, 8861, 8865, and 8865NR. The adapter converts the Cisco Headset 531 and 532 into a USB headset, and it gives you a few extra features. It provides a convenient way to handle calls, to test your microphone, and to customize your bass and treble, gain, and sidetone settings.

Phone Firmware Release 12.1(1) and later is required for the headsets to function properly.

Figure 3: Cisco Headset 531



Figure 4: Cisco Headset 532



Cisco Headset 561 and 562

Cisco Headset 561 and 562 are two wireless headsets that have been developed for use in today's office. The Cisco Headset 561 features a single earpiece for extended wear and comfort. Cisco Headset 562 features two earpieces for use in a noisy workplace.

Both headsets come with either the Standard base or the Multibase for charging your headset, and for monitoring the headset power level with the LED display. Both bases also displays your call status, such as incoming call, active call, and calls on mute. If your headset is upgrading the firmware, then the LEDs show the upgrade progress.

The base connects to the phone using either a USB connector or a Y cable depending upon your phone model and your personal preference. The Y cable plugs into the AUX and headset ports of the phone.

An AC plug is included for connecting the base to a power outlet. You have to install the power clip for your region before you can plug in the power adapter.

Occasionally a tone is played over your Cisco Headset 561 or 562. Some of these tones alert you when you perform an action, such as pressing a button. Other tones warn you that the headset requires attention, such as when the battery needs recharging, or when you are too far from the base station.

Phone Firmware Release 12.5(1) or later and the defaultheadsetconfig.json file for the Cisco Headset 561 and 562 to function properly with Cisco Unified Communications Manager 12.5(1) or earlier.

Figure 5: Cisco Headset 561



Figure 6: Cisco Headset 562



Cisco Headset 500 Series Support

The Cisco IP Phone 8800 Series has both RJ-style connectors and USB ports to connect to headsets and bases to a phone. But the type of connection depends upon your phone model. The following table describes headset connection and phone model support on the Cisco IP Phone 8800 Series.

Table 3: Headset Support on the Cisco IP Phone 8800 Series.

Cisco Headset 500 Series	Cisco IP Phone 8811 Cisco IP Phone 8841 Cisco IP Phone 8845	Cisco IP Phone 8851 Cisco IP Phone 8851NR Cisco IP Phone 8861 Cisco IP Phone 8865 Cisco IP Phone 8865NR
Cisco Headset 521 Cisco Headset 522	Not Supported	Supported (With USB Inline Controller)

Cisco Headset 500 Series	Cisco IP Phone 8811 Cisco IP Phone 8841 Cisco IP Phone 8845	Cisco IP Phone 8851 Cisco IP Phone 8851NR Cisco IP Phone 8861 Cisco IP Phone 8865 Cisco IP Phone 8865NR
Cisco Headset 531 Cisco Headset 532	Supported (RJ connector)	Supported (RJ connector or with USB Adapter)
Cisco Headset 561 Cisco Headset 562	Supported (Y-cable)	Supported (Y-cable or USB cable)

Related Topics

[Cisco Headset Customization](#), on page 27

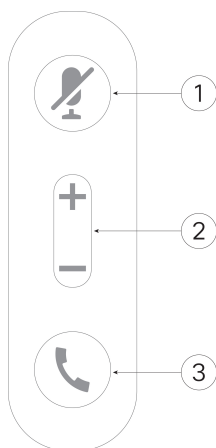
[Connect a Headset to Your Phone](#), on page 21

[Configure a Headset on the Phone](#), on page 24

Cisco Headset 521 and 522 Controller Buttons and Hardware

Your controller buttons are used for basic call features.

Figure 7: Cisco Headset 521 and 522 Controller



The following table describes the Cisco Headset 521 and 522 controller buttons.

Table 4: Cisco Headset 521 and 522 Controller Buttons

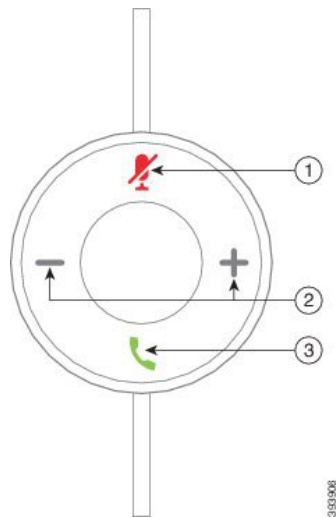
Number	Name	Description
1	Mute button	Toggle the microphone on and off.
2	Volume button	Adjust the volume on your headset.

Number	Name	Description
3	Call	Use to manage calls: <ul style="list-style-type: none"> • Press once to answer an incoming call. • Press and hold to end a call. • Press twice to reject an incoming call. • Press once to put an active call on hold. Press again to retrieve a call from hold. • Press once to put an active call on hold, and to answer an incoming call.

Cisco Headset 531 and 532 USB Adapter Buttons and Hardware

Your adapter is used for basic call features.

Figure 8: Cisco Headset USB Adapter



The following table describes the Cisco Headset USB Adapter buttons.

Table 5: Cisco USB Adapter Buttons

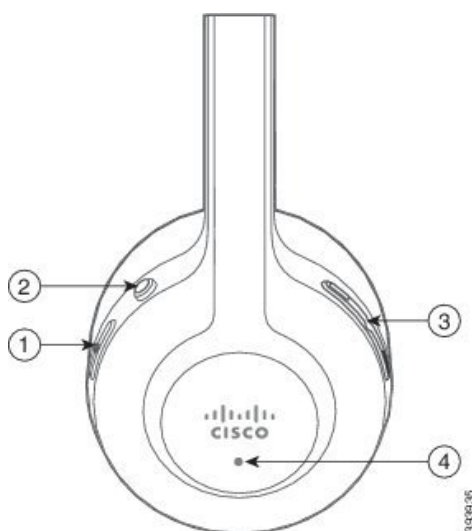
Number	Name	Description
1	Mute button	Toggle the microphone on and off.
2	Volume button	Adjust the volume on your headset.

Number	Name	Description
3	Call button	<p>Use to place, answer, and manage your calls:</p> <ul style="list-style-type: none"> • Press once to place a call. • Press once to answer an incoming call. Press twice to reject an incoming call. • Press once to put an active call on hold, and to answer an incoming call. • Press once to put an active call on hold. • Press and hold to end a call.

Cisco Headset 561 and 562 Buttons and LED


Your headset buttons are used for basic call features.

Figure 9: Cisco Headset 561 and 562 Headset Buttons



The following table describes the Cisco Headset 561 and 562 Headset buttons.

Table 6: Cisco Headset 561 and 562 Headset Buttons

Number	Name	Description
1	Power and Call button	<p>Use to power the headset on and off.</p> <p>Press and hold for 4 seconds to power on and off the headset.</p> <p>Incoming and active call management depends upon if you have one call or multiple calls.</p> <p>One call:</p> <ul style="list-style-type: none"> • Press once to answer incoming calls. • Press once to put an active call on hold. Press again to retrieve a call from hold. • Press twice to reject an incoming call. • Press and hold to end an active call. <p>Multiple calls:</p> <ul style="list-style-type: none"> • Press once to put an active call on hold, and to answer a second incoming call. • Press once to put a current call on hold. Press again to resume a call, or press and hold for 2 seconds to end the current call and to resume a held call. • Press and hold to end an active call, and to answer another incoming call. • Press twice to stay on a current call, and to reject a second incoming call.
2	Mute button	<p>Toggle the microphone on and off. The Mute  on the phone lights when Mute on the headset is enabled.</p>
3	Volume button	Adjust the volume on your headset.
4	LED	<p>Shows the headset status:</p> <ul style="list-style-type: none"> • Blinking red—Incoming call. • Steady red—Active call. • Blinking white—Firmware upgrade is in progress.

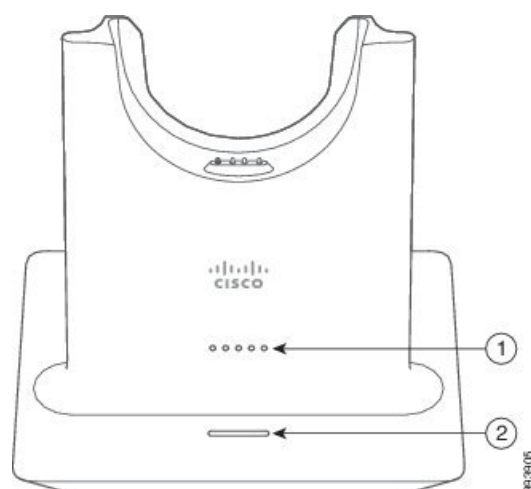
Standard Base for Cisco Headset 561 and 562

The Cisco Headset 561 and 562 come with a standard base to charge your headset. The base's LED display shows the current battery level, and your call state.

In addition to the call control buttons on the headset, you can also answer and end calls when you lift or set down your headset on the base. To achieve the functions, ensure that the **End call on dock** and **Answer call on off-dock** are enabled on the phone. For more information, see [Change Call Behavior of On Dock or Off Dock](#), on page 28.

The connection between the base and the headset is made with Digital Enhanced Cordless Telecommunications (DECT).

Figure 10: LED Display on the Standard Base for Cisco 561 and 562 Headset



The following table describes the standard base for Cisco 561 and 562 Headset.

Table 7: Standard Base for Cisco 561 and 562 Headset

Number	Name	Description
1	Battery Status LED	Indicates the headset battery charge.
2	Call Status LED	Alerts you to the call state: <ul style="list-style-type: none"> • Incoming call—Blinking green. • Active call—Steady green. • Muted call—Steady red.

Multibase for Cisco Headset 560 Series

The multibase can connect up to three call sources through Bluetooth[®], the USB connector, or the Y-cable. The multibase can save up to four Bluetooth devices. You can switch between call sources using the buttons on the multibase.

You use the call control buttons on the headset to answer and end calls. By default, when your headset is in the base, you automatically answer the call when you remove the headset from the base. And you can return the headset to the base to end the call. If you want to change the call behavior, see [Change Call Behavior of On Dock or Off Dock](#), on page 28.

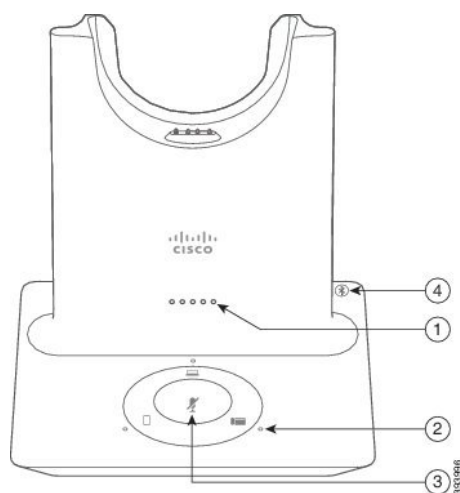
The multibase comes with the following connector cables:

- USB to USB cable: for Cisco IP phones with USB connectivity
- USB Y-cable: for Cisco IP phones without a USB port
- Mini USB cable: for PC or Mac.
- Mini USB to USB-C cable: available separately for PC or Mac devices.



Note The multibase for the Cisco Headset 560 Series is incompatible with Cisco IP Phone 7800 Series phones using Power over Ethernet (PoE). Use the external power supply if you intend to connect the multibase.

Figure 11: Multibase LEDs



The following table describes the Cisco Headset 560 Series Multibase multibase LEDs.

Table 8: Multibase LEDs

Number	Name	Description
1	Battery status LED	<p>Indicates the headset battery charge and base status:</p> <ul style="list-style-type: none"> • Headset battery strength—LEDs blink and change to solid as the battery charges • Headset update in progress—LEDs blink in sequence, left to right • Headset and base not paired—All LEDs blink • Power save mode—Middle LED shows solid <p>The base enters power save mode when there is no call source connectivity after 10 minutes.</p>

Number	Name	Description
2	Call status LEDs	Alerts you to the call state of each source: <ul style="list-style-type: none"> • Active Source—Steady white • Incoming call on a selected source—Blinks green • Incoming call on an unselected source—Blinks green • Active call—Steady green • Call on an inactive source—Pulses green
3	Mute status LED	Alerts you when your headset is muted.
4	Bluetooth status LED	Alerts you to the Bluetooth status: <ul style="list-style-type: none"> • Paired with a call source—Steady white • Pairing mode—Blinking white • Searching for a call source—Pulse white • Bluetooth is Off—LED is off

You use the source control buttons on the base to control the active source. Each source button corresponds with a specific connection on the multibase.

Even if you are connected to a source, the LED may not be lit. The source LED only lights when the source is selected or has an active call. For example, you may be properly connected to a Cisco IP phone, your PC, and your mobile phone through Bluetooth. However, the respective source LED is only lit when it is selected, has an active call, or has an incoming call. Press the source button to check if a source is properly connected. The source LED flashes three times if there is no connection.


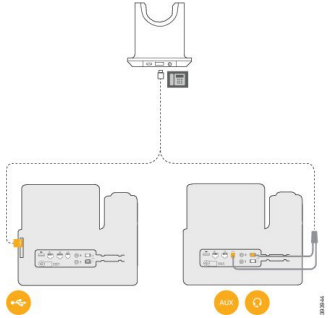

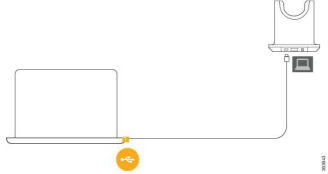
You can alternate between active call sources.





Note Place an active call on hold before you change to a different call source. Calls on one call source aren't automatically put on hold when you switch to a different call source.

The following table illustrates the multibase source icons and their corresponding connections.

Table 9: Multibase source console

Source	Base icon	Connection
Desk phone		 <p>USB to USB cord or Y-cable</p> <p>The desk phone icon corresponds with the middle USB port at the back of the multibase. It is intended for connecting to Cisco IP phones but it will function properly with any compatible call device.</p>
Laptop		 <p>Micro-USB cord</p> <p>The laptop icon corresponds with the micro-USB port found on the back of the multibase. The micro-USB port is intended for connections with a laptop or desktop computer.</p>

Source	Base icon	Connection
Mobile		 <p>The mobile phone icon corresponds with the Bluetooth connection found at the back of the base. While the icon is of a mobile phone, the base will connect with any compatible Bluetooth call device.</p> <p>The multibase can save and remember up to four Bluetooth call devices.</p> <p>If you are listening to music through the Bluetooth source, the music pauses when you place the headset on the base.</p>

Cisco Headset 700 Series

The Cisco Headset 700 Series is a wireless headset that uses Bluetooth connectivity to pair with Cisco soft clients and Cisco IP Phones.

The Cisco Headset 730 features full call control and music playback capabilities in addition to powerful noise cancellation and ambient audio enhancement systems for use in a busy office environment.

The Cisco Headset 720 Series features basic call control, local settings, and UCM serviceability.

For more information how the IP Phones are supported on the Cisco headsets, see [Cisco Headset Compatibility Guide](#).

For more information see <https://www.cisco.com/c/en/us/products/collaboration-endpoints/headset-700-series/index.html> and <https://www.webex.com/devices/cisco-headset-720-series.html>

Cisco Headset 730 Buttons and Hardware

Your headset buttons are used for many features. Each cup has different buttons and functions.

Figure 12: Left and Right Sides of the Cisco Headset 730

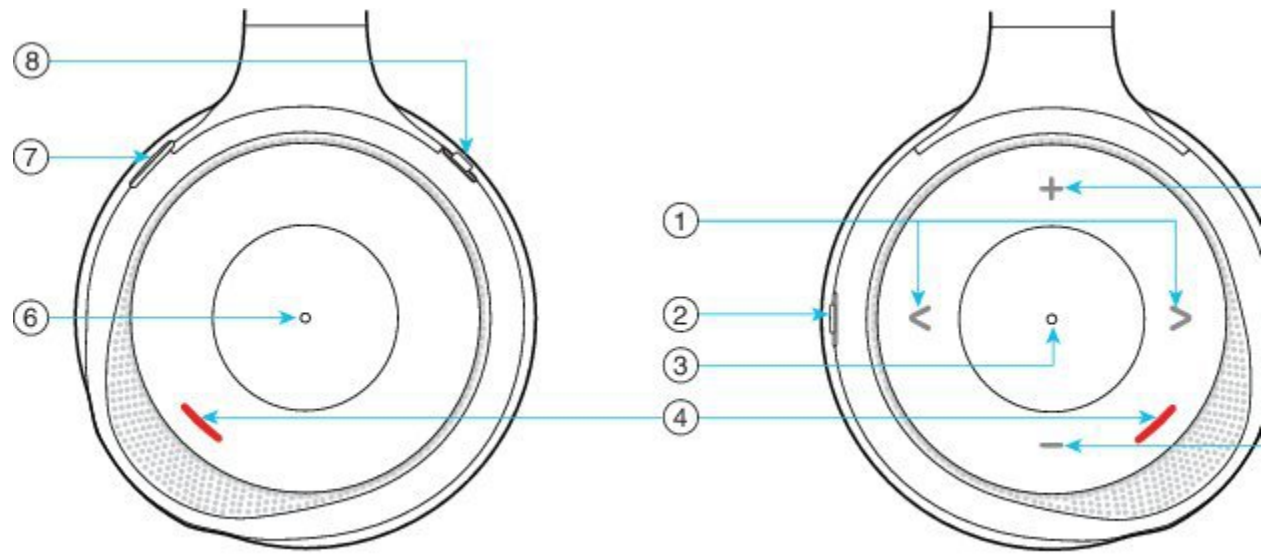









Table 10: Cisco Headset 730 Buttons

Callout Number	Name	Description
1	Skip music track This is the right and left of the right cup face.	Skip forward and backward through music tracks. Only available if you have the headset paired to a device that can play music.
		
2	AMB and NC button This button is located on the back of the right cup.	Three position switch: <ul style="list-style-type: none"> • AMB: Slide to the top to enable ambient mode. • No ambient mode or noise cancellation: Middle position. • NC: Slide to the bottom to enable noise cancellation.
		

Callout Number	Name	Description
3	Pause and Play This is the center of the right cup and is marked with a dot. 	Press to play or to pause your music. Only available if you have the headset paired to a device that can play music.
4	Presence LED This LED is located on the face of the cup on both the right and left cup. 	Displays red when you are on a call or if you have pressed the Mute button on the headset when you aren't on a call.
5	Volume This is the top and bottom of the right cup face. 	Press the top or bottom to raise or lower the volume.
6	Call button This is the center of the left cup and is marked with a dot.	Controls the call functions, based on the call state: <ul style="list-style-type: none"> • Incoming calls <ul style="list-style-type: none"> • Answer a call: Press once. • Reject a call: Press twice. • Active calls <ul style="list-style-type: none"> • Hold a call: Press once. • End a call: Press and hold until you hear a tone.

Callout Number	Name	Description
7	Mute This is the button on the front of the left cup.	Toggles the microphone on and off. When muted, the Presence LED lights red and the Mute  button on the phone lights. During an active call, the mute status is synchronized automatically between the IP Phone and the Cisco headset. This feature is supported on Cisco Headset 720 Series and Cisco Headset 730.
8	Bluetooth and Power button This is on the back of the left cup. 	Three position switch: <ul style="list-style-type: none"> • Bluetooth: Slide to the top and hold to pair the headset to the phone. • Power: Slide to the middle position to turn the headset on. Slide down to turn the headset off.

Cisco Headset 720 Buttons and Hardware

For more information about Cisco Headset 720 Series (Webex version) buttons and hardware, see [Get started with your Cisco Headset 720 Series](#).



Note For the headset that is connected with the IP Phones, it supports basic call controls, local settings, and headset serviceability features on Cisco Unified Communications Manager. For more information, see [Cisco Headset Compatibility Guide](#).

Bang & Olufsen Cisco 980 Buttons and Hardware

For more information about Bang & Olufsen Cisco 980 buttons and hardware, see [Get started with your Bang & Olufsen Cisco 980](#).



Note For the headset that is connected with the IP Phones, it only supports basic call controls. For more information, see [Cisco Headset Compatibility Guide](#).

Third Party Headsets

Cisco performs internal testing of third-party headsets for use with Cisco IP Phones. But Cisco does not certify or support products from headset or handset vendors. Check with the headset manufacturer to confirm whether you can use it with your Cisco phone.

Headsets connect to your phone using either the USB or the auxiliary port. Depending upon your headset model, you have to adjust your phone's audio settings for the best audio experience, including the headset sidetone setting.

If you have a third party headset, and you apply a new sidetone setting, then wait one minute and reboot the phone so the setting is stored in flash.

The phone reduces some background noise that a headset microphone detects. You can use a noise canceling headset to further reduce the background noise and improve the overall audio quality.

If you are considering a third part headset, we recommend the use of good quality external devices; for example, headsets that are screened against unwanted radio frequency (RF) and audio frequency (AF) signals. Depending on the quality of headsets and their proximity to other devices, such as mobile phones and two-way radios, some audio noise or echo may still occur. Either the remote party or both the remote party and the Cisco IP Phone user may hear an audible hum or buzz. A range of outside sources can cause humming or buzzing sounds; for example, electric lights, electric motors, or large PC monitors.

Sometimes, use of a local power cube or power injector may reduce or eliminate hum.

Environmental and hardware inconsistencies in the locations where Cisco IP Phones are deployed mean that no single headset solution is optimal for all environments.

We recommend that customers test headsets in the intended environment to determine performance before making a purchasing decision to deploy on a large scale.

You can use only one headset at a time. The most-recently connected headset is the active headset.

For a list of suggested headsets and other audio accessories, see http://www.cisco.com/c/en/us/products/unified-communications/uc_endpoints_accessories.html.

Bluetooth Headsets

You can use a Bluetooth headset for your calls if your phone supports Bluetooth.

When you use Bluetooth headsets with your phone, keep in mind:

- If you have both a Bluetooth headset and a standard headset attached to the phone, only one type of headset works at any time. When you enable one headset, the other is automatically disabled.
- If you use a USB headset, both the Bluetooth and analog headset are disabled. If you unplug the USB headset, you need to enable the Bluetooth or standard headset.
- For optimum headset coverage, use your Bluetooth headset within 10feet (3meters) of the phone.
- Your phone supports the Bluetooth Handsfree Profile. If your Bluetooth headset supports these features, you can use your headset to:
 - Answer a call
 - End a call
 - Change the headset volume for a call
 - Redial a number

- View Caller ID
- Reject a call
- Divert a call
- Place a call on hold by answering an incoming call
- End a call by answering an incoming call

For more information, see the documentation from your Bluetooth headset manufacturer.

Related Topics

[Configure a Headset on the Phone](#), on page 24

Audio Quality

Beyond physical, mechanical, and technical performance, the audio portion of a headset must sound good to the user and to the party on the far end. Sound quality is subjective, and we cannot guarantee the performance of any third-party headset. However, various headsets from leading headset manufacturers are reported to perform well with Cisco IP Phones.

Cisco doesn't recommend or test any third-party headsets with their products. For information about third-party headset support for Cisco products, go to the manufacturer's web site.

Cisco does test the Cisco headsets with the Cisco IP Phones. For information about Cisco Headsets and Cisco IP Phone support, see <https://www.cisco.com/c/en/us/products/collaboration-endpoints/headsets/index.html>.

Wired Headsets

A wired headset works with all Cisco IP Phone features, including the Volume and Mute buttons. These buttons adjust the earpiece volume and mute the audio from the headset microphone.

When you install a wired headset, make sure you press the cable into the channel in the phone.



Caution

Failure to press the cable into the channel in the phone can lead to cable damage.

Wireless Headsets

You can use most wireless headsets with your phone. For a list of supported wireless headsets, see http://www.cisco.com/c/en/us/products/unified-communications/uc_endpoints_accessories.html

Refer to your wireless headset documentation for information about connecting the headset and using the features.

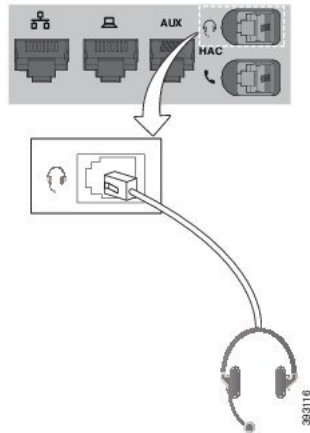
Connect a Headset to Your Phone

Each type of wired headset, adapter, or base connects to a phone using a different port and a different type of connector and cable. Common types include an RJ connector, a USB connector, and a Y-cable.

Connect a Standard Headset

You can use a standard headset with your desk phone. Standard headsets plug into the headset jack on the back of the phone with an RJ-type connector.

Figure 13: Standard Headset Connection



Caution

Failure to press the cable into the channel in the phone can damage the printed circuit board inside the phone. The cable channel reduces the strain on the connector and the printed circuit board.

Procedure

Plug the headset into the headset jack on the back of the phone. Press the cable into the cable channel.

Connect a USB Headset

When you use USB headsets with your phone, keep in mind the following:

- You can use only one headset at a time. The most-recently connected headset is the active headset.
- If you are on an active call and unplug a USB headset, the audio path does not change automatically. Press the **Speakerphone** button or pick up the handset to change the audio.

Your phone may have more than one USB port, depending upon your model. The Cisco IP Phone 8851 and 8851NR has one USB located on the side of the phone. The Cisco IP Phone 8861, 8865, and 8865NR have two USB ports, located on the back and side of the phone.

You may have to remove the plastic cover to access the side USB ports.

Procedure

Plug the USB headset connector into the USB port on the phone.

Connect a Cisco Standard Base with the Y-Cable

You can connect the standard base to your phone with the included Y-cable. But note that the Y-cable has two RJ-type connectors - one for the auxiliary or AUX port, and one for the headset port. You can distinguish between the two connectors by their size, as the AUX port connector is slightly larger than the headset port connector.



Caution Failure to press the cable into the channel in the phone can damage the printed circuit board inside the phone. The cable channel reduces the strain on the connector and the printed circuit board.

Procedure

- Step 1** Plug the smaller connector into the headset jack that is located on the back of the phone. Press the cable into the cable channel.
- Step 2** Plug the larger cable into the AUX port located next to the headset port.
-

Connect the multibase to a Bluetooth device

The multibase for the Cisco Headset 560 Series can connect to Bluetooth® devices such as a mobile phone or tablet. The headset base appears on your call device as **Cisco Headset** followed by the last three digits on your headset serial number.



Note You can find your headset serial number in the lower right corner on the underside of your base.

The multibase can store up to four different paired Bluetooth devices. If you already have four paired devices, the base will replace the device which has not been used in the longest time.

Procedure

- Step 1** Press the **Bluetooth** button on the back of the base twice to start pairing.
- Step 2** Select your headset from the **Settings** menu on your device.
- The Bluetooth LED lights white when pairing is successful.
-

Disconnect the Multibase from a Bluetooth Device

You can disconnect your Multibase from its paired Bluetooth call device.

Procedure

- Step 1** Press the **Bluetooth button** on the back of the base once. The LED may take a moment to turn off.
- Step 2** Press the **Bluetooth button** again to reconnect to the same call device.
-

Erase all Bluetooth pairings

You can erase all saved Bluetooth® device pairings.

Procedure

Press and hold the **Bluetooth** button on the back of the multibase for four seconds to clear the memory.

Configure a Headset on the Phone

After you have connected the headset, you may have to configure it on your phone.

If you have a Cisco headset with a USB adapter, then follow the steps in [Cisco Headset Customization, on page 27](#)

Reset Cisco Headset settings from your phone

You can reset your Cisco headset to remove your custom settings. This action returns the headset to the original configuration set by your administrator.


Your phone must be running firmware release 12.5(1)SR3 or later for this feature to function.

Before you begin

Connect your headset to the phone:

- Cisco Headset 520 Series: Connect with the USB adapter
- Cisco Headset 530 Series: Connect with the USB cable
- Cisco Headset 560 Series: Connect the standard base or multibase with the USB or Y-cable.

Procedure

- Step 1** On the phone, press **Applications** .
- Step 2** Select **Accessories > Setup > Reset settings**.

- Step 3** At the warning window, select **Reset**.
-


Adjust the Headset Feedback

When you use a headset, you can hear your own voice in the earpiece, which is called headset sidetone or headset feedback. You can control the amount of headset sidetone on your phone.


Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Settings** > **Headset sidetone**.
- Step 3** Select a setting.
-

Turn Bluetooth On or Off


When Bluetooth is active, the Bluetooth icon  appears in the phone screen header.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Bluetooth**.
- Step 3** Press **On** or **Off**.
-

Add a Bluetooth Headset


Procedure

- Step 1** Make your Bluetooth headset discoverable.
- Step 2** Press **Applications** .
- Step 3** Select **Bluetooth** > **Add Bluetooth device**.
Your phone searches for discoverable accessories.
- Step 4** Select your headset and press **Connect**.
- Step 5** (Optional) If prompted, enter the PIN for your headset.
-

Disconnect a Bluetooth Headset

You should disconnect your Bluetooth headset before you use it with another device.


Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **Bluetooth**.
 - Step 3** Select a Bluetooth headset.
 - Step 4** Press **Disconnect**.
-

Remove a Bluetooth Headset

Remove your Bluetooth headset if you aren't going to use it with your phone again.



Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **Bluetooth**.
 - Step 3** Select a Bluetooth headset and press **Delete**.
-

Set Up a Wideband Standard Headset

You can use a headset that supports wideband audio. Wideband audio improves the quality of the sound you hear in the headset.

Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **Accessories > Analog headset > Setup**.
 - Step 3** Press **On** or **Off** to enable or disable wideband for the analog headset.
 - Step 4** Press **Return** .
-


Enable electronic hookswitch control on your phone

If your administrator has enabled **Admin settings** on your Cisco IP Phone, you can enable or disable electronic hookswitch control to connect with a Cisco Headset 560 Series base. Electronic hookswitch control is enabled by default.



Note This feature is available on Cisco IP Phone Firmware Release 12.7(1) and later.

Procedure

- Step 1** On your phone, press **Applications** .
- Step 2** Navigate **Admin settings > Aux port**.
- Step 3** Select **Connect e-hook headset** to enable electronic hookswitch control.
-

Cisco Headset Customization

Some Cisco Headset 500 Series are available with a USB adapter that allows you to customize your settings. The headset retains the settings when you switch phones.

You can customize the Cisco Headset 730 headset settings. The headset retains the settings when you switch phones. Currently, you can only customise the settings when you have the headset connected to the phone with the USB-C cable.

You can customize your headset settings if you have one of the following Cisco headsets:

- Cisco Headset 521 and 522
- Cisco Headset 531 and 532
- Cisco Headset 561 and 562
- Cisco Headset 730

Related Topics


[Cisco Headset 500 Series](#), on page 4

Cisco Headset 500 Series Customization

Adjust Your Bass and Treble

You can adjust the bass and treble to customize the headset sound. If you like a headset with a lot of bass, then adjust toward the warm setting. If you prefer more treble, then adjust toward the bright setting.


Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Accessories** and then your headset.
- Step 3** Navigate **Setup > Speaker > Tuning**.
- Step 4** Press the Navigation cluster left, or right, to adjust the tuning.
-

Adjust Your Speaker Sidetone

Sidetone is the term for when you hear your own voice in your headset. Some people find it distracting to hear their own voice during a call, while other people want to know that their headset is working.


Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **Accessories** and then your headset.
 - Step 3** Navigate **Setup > Speaker > Sidetone**.
 - Step 4** Press the Navigation cluster up or down to adjust the sidetone.
 - Step 5** Select **Set** to apply your settings.
-

Adjust Your Microphone Volume

Microphone volume is also known as gain, and this setting controls how loud you are to other people on the call.


Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **Accessories** and then your headset.
 - Step 3** Navigate **Setup > Microphone > Gain**.
 - Step 4** Press the Navigation cluster, left or right, to adjust the gain.
-

Change your headset ringer settings

You can change your headset ringtone behavior on Cisco IP phones with phone firmware 14.0 or later. The setting is saved on the phone and will apply to any Cisco Headset 500 Series that connects.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Preferences > Headset ringer**.
- Step 3** Select a ringer setting.


By default, your phone follows the behavior of the phone ringer settings. Select **On** if you want to always hear the phone ring when you have an incoming call. If you select **Off**, you won't hear any ring through your headset when there is an incoming call.

- Step 4** Select **Set** to apply your settings.
-

Change Call Behavior of On Dock or Off Dock

You can change the call behavior when you lift the headset from the base or when you put down the headset on the base.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Accessories** and then your headset.
- Step 3** Navigate **Setup > End call on dock**.
- Step 4** Select **On** or **Off** to enable or disable the feature.
- On** (Default): The active call is ended when you set down the headset on the base.
- Off**: The active call is still ongoing when you set down the headset on the base.
- Step 5** Navigate to **Answer call on off-dock**, and then select **On** or **Off** to enable or disable the feature.
- On** (Default): The incoming call is answered when you lift the headset from the base.
- Off**: The incoming call cannot be answered when you lift the headset from the base.
-

Enable Always On Mode

By default, the 560 Series headset and base initiates a DECT connection when there is a call or other audio playback from the phone. Always On mode maintains the DECT audio connection between your Cisco Headset 560 Series and the base.

By default, there is a bit delay at the beginning of a call when the headset establishes a connection with the base. Always On mode allows you to keep your audio connected between your headset and base even when you aren't on a call or playing music.




Note

- Your headset administrator can disable Always On mode through the call control system.
 - Always On mode impacts both DECT density deployment and headset battery life. Make sure to check with your administrator if you're using your headset in a dense DECT environment.
 - While Always On mode doesn't impact call quality, streaming audio quality does suffer slightly as the headset and base maintain a connection on a lower DECT frequency.
-

Before you begin

Check if you have the permission to set up the feature on the phone. If no, contact your administrator.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Accessories** and then your headset.
- Step 3** Navigate **Setup > Always On**.
- Step 4** Select **On** or **Off** to enable or disable the feature.


By default, the feature is disabled.

Cisco Headset 700 Series Customization

Set the Cisco Headset 730 Noise Cancellation Level

Your headset can filter out any background sounds with noise cancellation.

Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **Accessories** and then your headset.
 - Step 3** Navigate **Setup > Audio > Noise cancellation**.
 - Step 4** Select the desired setting and press **Set**.
-

Set the Cisco Headset 730 Sidetone Level

Sidetone is the term for when you hear your own voice in your headset. Some people are distracted when they hear their own voice during a call, while other people want to know that their headset is working.


Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **Accessories** and then your headset.
 - Step 3** Navigate **Setup > Audio > Sidetone**.
 - Step 4** Select the desired setting and press **Set**.
-

Set the Cisco Headset 730 Equalizer

You can customize the blend of bass and treble in your headset audio. Choose from a number of preset audio settings including **Voice**, **Music**, and **Cinema**.

Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **Accessories** and then your headset.
 - Step 3** Navigate **Setup > Audio > Equalizer**.
 - Step 4** Select the desired setting and press **Set**.
-


Set the Cisco Headset 730 Audio Notifications

You can customize which audio notifications you want to hear in your headset. By default, your headset plays audio notifications to alert you to events such as incoming calls, battery charge, and Bluetooth connection status. You can also change your audio notifications to any one of twelve languages.



Note When you change your audio notification language, your headset needs to download and install the relevant firmware file. Allow 7-10 minutes for the firmware change to complete.


Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Accessories** and then your headset.
- Step 3** Navigate **Setup > Audio > Audio Notifications**.
- Step 4** Select the desired setting and press **Set**.

Set the Cisco Headset 730 General Settings


You can customize the settings on your Cisco Headset 730 through the menu on your Cisco IP Phone.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Accessories** and then your headset.
- Step 3** Select **Setup > General**.
- Step 4** Configure the settings.

Parameter	Choice	Description
Auto-mute	On, Off Default: On	When Auto-mute is enabled, you can take off your headset to mute your microphone on a call. Your headset automatically unmutes when you put your headset back on.
Auto-answer call	On, Off Default: On	When Auto-answer call is enabled, you can answer an incoming call when you put your headset on your head. You can also end a call when you take your headset off.
Auto-play/pause	On, Off Default: On	When Auto-play/pause is enabled, you can automatically pause and play music playback when you take off and put on your headset.


Reset the Cisco Headset 730 Settings

Parameter	Choice	Description
Sync DND status	On, Off Default: Off	When Sync DND status is enabled you can press Mute  to turn the Presence LED Lights on and off when you aren't on a call.

Reset the Cisco Headset 730 Settings

You can reset the headset to the factory default settings.


Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Accessories** and then your headset.
- Step 3** Select **Setup** > **Reset Settings**.
- Step 4** Press **Reset** to confirm the operation.

View the Cisco Headset 730 Details

You can view information about your headset.


Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Accessories** and then your headset.
- Step 3** Press **Show details**.

Change your headset ringer settings

You can change your headset ringtone behavior on Cisco IP phones with phone firmware 14.0 or later. The setting is saved on the phone and will apply to any Cisco Headset 500 Series that connects.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Preferences** > **Headset ringer**.
- Step 3** Select a ringer setting.


By default, your phone follows the behavior of the phone ringer settings. Select **On** if you want to always hear the phone ring when you have an incoming call. If you select **Off**, you won't hear any ring through your headset when there is an incoming call.

- Step 4** Select **Set** to apply your settings.
-

Test Your Microphone

Check your microphone when you first install it, and before you begin a call.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Accessories** and then your headset.
- Step 3** Navigate to **Setup > Microphone > Test**.
- Step 4** Press **Record** and speak into the microphone.
- Step 5** Press **Stop rec** when you finish speaking.
- Step 6** Press **Play** to review your test recording.
-

Update your Cisco headset firmware with a Cisco IP phone

You can update your headset software on any supported Cisco IP phone. During a headset firmware upgrade, you can view the progress on your phone screen.

During the update, the LEDs on the Cisco Headset 560 Series base blink in sequence from left to right. After the software upgrade completes successfully, the LEDs return to their idle state.

Procedure

- Step 1** Connect your headset to a Cisco IP phone.
- Note** You can only upgrade the Cisco Headset 730 on IP phones through the USB cable.
- Step 2** If the headset does not automatically begin to update, restart the phone. The phone downloads the latest headset version file when the phone restarts and uploads it to the headset.
-

Swap Headsets While on a Call

When you connect multiple headsets to the phone, you can switch among the headsets during a call by pressing the **Headset** key on the phone. Though the phone is connected to multiple devices, you see a specific headset is selected as the preferred audio device in the following priority order:

- When you connect only an analog headset to the phone, you make your analog headset the preferred audio device.

Procedure

- Step 1** Before you make or answer a call, press **Headset**.
- Step 2** (Optional) If you place a call, dial the number.
-

Troubleshoot Your Cisco Headset

Try the following basic troubleshooting steps if you have trouble with your Cisco headset.

- Restart your headset.
- Make sure that all cords are properly plugged in and functioning properly.
- Test a different headset with your device to determine if the problem is with your wireless headset or your device.
- Make sure that your phone firmware is the latest release.

Confirm that Your Headset Is Registered

Procedure

Check to see if your headset is registered with the phone.

- Step 1** Press **Applications** .
- Step 2** Navigate to **Accessories**. Select **Show detail**.
-

No Sound in Headset

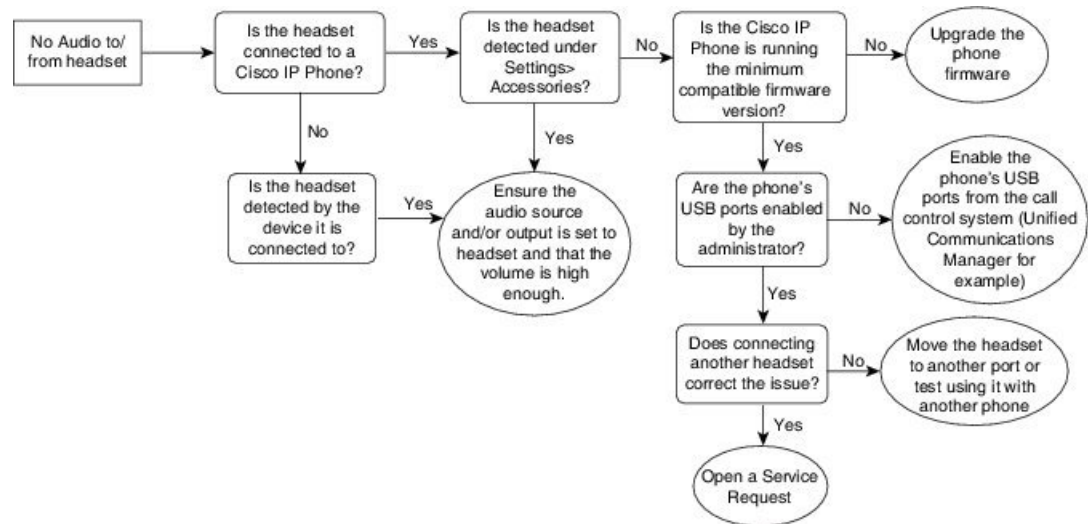
Problem

There is little or no sound coming through the headset.

Solution

Check the volume level on your headset by pressing the volume controls to adjust the sound level. If the problem continues, use the following work flow to troubleshoot your problem.

Figure 14: No Audio Workflow



3613637

Poor Audio

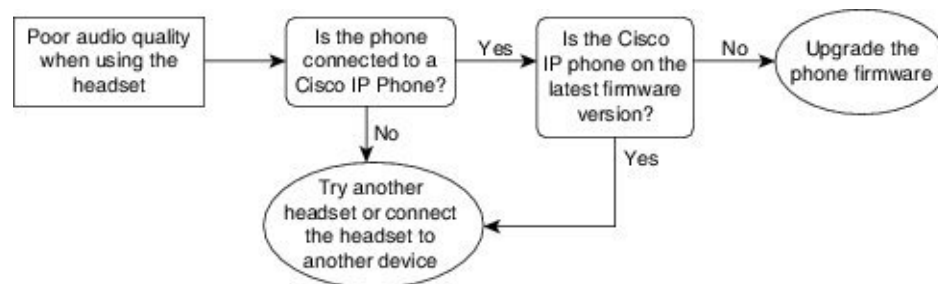
Problem

Your headset is functioning, but the audio quality is poor.

Solution

Use the following work flow to troubleshoot your problem.

Figure 15: Poor Audio



806066

Microphone Not Picking up Sound

Problem

You cannot be heard when using your headset.

Solutions

- Check to make sure your microphone is not muted. Press the mute button on your headset to mute and unmute your microphone.

- Make sure that the microphone boom has been lowered. For optimal sound, keep the headset microphone no further than 1 in or 2.5 cm from your face.
- Make sure that your headset is properly plugged into your device.
- For the Cisco Headset 560 Series, check that you are not taking your headset too far from the headset base. The headset has an effective range of approximately 100 feet or 30 meters.

Headset Not Charging

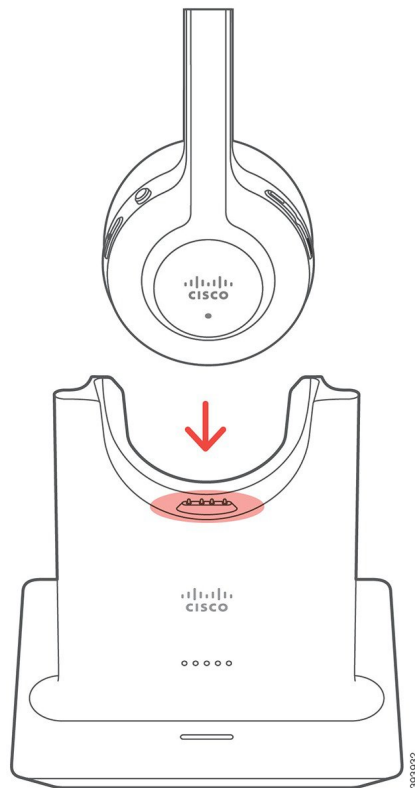
Problem

Your Cisco Headset 561 and 562 is not charging when placed on the base.

Solution

- Check that your base is plugged into a reliable power source.
- Make sure that your headset is properly seated on the base. When the headset is properly seated, the LED shows solid white. When charging, the LEDs on the base light up in sequence from left to right. When the headset is fully charged, all five battery indicator LEDs show solid white.

Figure 16: Cisco Headset 561 and 562 Headset Placement



Headset Battery Not Holding a Charge

Problem

The wireless headset is not holding a full charge.

Solution

Your Cisco Headset 561 and 562 holds a charge for up to 8 hours of continuous use. If your headset battery seems weak or defective, contact Cisco support.

Cisco IP Phone 8800 Key Expansion Module

A key expansion module allows you to add extra line appearances or programmable buttons to your phone. The programmable buttons can be set up as phone line buttons, speed-dial buttons, or phone feature buttons.

Simplified dialing is not supported on the expansion modules.

There are 3 expansion modules available:

- Cisco IP Phone 8800 Key Expansion Module—Single LCD screen module, 18 line keys, 2 pages, configure with one or two column displays.
- Cisco IP Phone 8851/8861 Key Expansion Module—Dual LCD screen module for audio phones, 14 line keys, 2 pages, configure with one-column display only. If you are in Enhanced line mode, and you receive a call on a key expansion line, then a Call Alert displays on the phone, and the Caller ID displays on the expansion module line.
- Cisco IP Phone 8865 Key Expansion Module—Dual LCD screen module for video phones, 14 line keys, 2 pages, configure with one-column display only. If you are in Enhanced line mode, and you receive a call on a key expansion line, then a Call Alert displays on the phone, and the Caller ID displays on the expansion module line.

Cisco IP Phone 8851/8861 Key Expansion Module require firmware release 12.0(1) or later, and Cisco Unified Communications Manager 10.5(2) or later to function. Enhanced line mode (ELM) is supported only on the Cisco IP Phone 8851/8861 Key Expansion Module and the Cisco IP Phone 8865 Key Expansion Module. ELM is not supported on the single LCD expansion modules.

If you are using more than one expansion module, all the modules must be the same type. You cannot combine different expansion modules on your phone.

When you configure your wallpaper on your Cisco IP Phone 8800 Series device, it also displays on your dual LCD key expansion modules. It is not supported on the single LCD expansion modules. Custom background images may not be supported.

The following table describes the number of Key Expansion Modules supported by each model in the Cisco IP Phone 8800 Series.

Table 11: Key Expansion Module Support

Cisco IP Phone Model	Supported Single LCD Key Expansion Modules	Supported Dual LCD Key Expansion Modules
Cisco IP Phone 8851 and 8851NR	2; providing 72 lines or buttons	2; providing 56 lines or buttons
Cisco IP Phone 8861	3; providing 108 lines or buttons	3; providing 84 lines or buttons
Cisco IP Phone 8865 and 8865NR	3; providing 108 lines or buttons	3; providing 84 lines or buttons

When multiple key expansion modules are attached to the phone, they are numbered according to the order in which they are connected to the phone. For example:

- Key expansion module 1 is the closest unit to the phone.
- Key expansion module 2 is the unit in the middle.
- Key expansion module 3 is the farthest unit from the phone.

Figure 17: Cisco IP Phone 8861 with Three Cisco IP Phone 8800 Key Expansion Modules



394036

Figure 18: Cisco IP Phone 8865 with Three Cisco IP Phone 8865 Key Expansion Modules



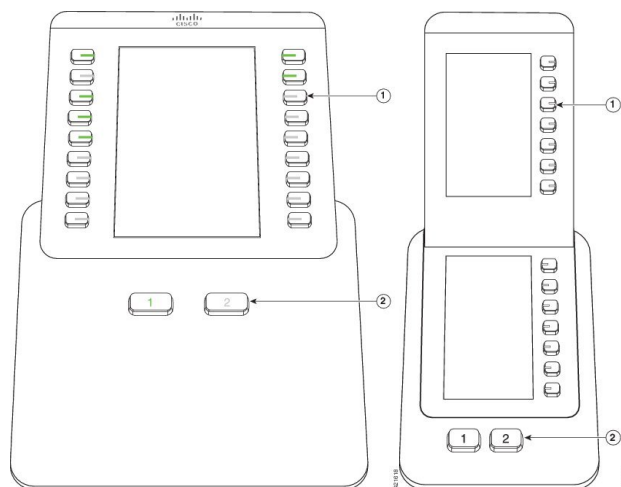
Caution

The slots in the side of the phone are designed only for use with the spine connectors on the key expansion module. Insertion of other objects permanently damages the phone.

When you use key expansion modules, check with your administrator about power requirements.








Key Expansion Module Buttons and Hardware

Figure 19: Cisco IP Phone Key Expansion Module Buttons and Hardware



The following table describes the features of the key expansion module.

Table 12: Key Expansion Modules Buttons and Hardware

	<p>LCD screen—Displays the phone number, speed-dial number (or name or other text label), phone service, or phone feature assigned to each button.</p> <p>Icons that indicate line status resemble (in both appearance and function) the icons on the phone to which the key expansion module is attached.</p>
1	<p>Lighted buttons—18 line buttons. Depending on the mode, each button or pair of buttons corresponds to one line (same as on the phone). For mode information, see the descriptions of 1-column and 2-column mode that follow this table. The lights beneath each button indicate the state of the corresponding line as follows:</p> <ul style="list-style-type: none">  light off—Line available or a call is ringing on an inactive page.  green steady LED—Line in use by you, you have a call on hold, or a call being transferred.  red steady LED—Line in use by someone else or someone else has a call on hold on a shared line.  amber steady LED—Line ringing.
2	<p>Shift buttons—2 buttons. The button for page 1 is labeled as 1 and the button for page 2 is labeled as 2. The lights in each button indicate the state of the page as follows:</p> <ul style="list-style-type: none">  green steady LED—Page is in view.  light off—Page is not in view.  amber steady LED—Page is not in view with one or more alerting calls on the page.

Your administrator sets up the key expansion module to display in one-column or two-column mode.

One-Column Mode

In one-column mode, each row in the display corresponds to one line. You can access this line by either the button on the left or the button on the right. In this configuration, the key expansion module displays nine lines on page 1, and nine lines on page 2.

Figure 20: Key Expansion Module with One Column



Two-Column Mode

If you are using a single-LCD screen expansion module, you can set up the module in two-column mode.

In two-column mode, each button on the left and right of the screen is assigned to a different phone number, speed-dial number (or name or other text label), phone service, or phone feature. In this configuration, the key expansion module displays up to 18 items on page 1, and up to 18 items on page 2

Figure 21: Key Expansion Module with Two Columns




Place a Call on the Key Expansion Module

Procedure

-
- Step 1** Press the line button on the key expansion module.
- Step 2** Dial a phone number.
- Step 3** Pick up your handset.
-

Adjust the Key Expansion Module Screen Brightness

Procedure

-
- Step 1** Press **Applications** .
- Step 2** Select **Settings** > **Brightness** > **Brightness - Key expansion module x**, where x is the number of the key expansion module.
- Step 3** Press right on the Navigation pad to increase brightness. Press left on the Navigation pad to decrease brightness.
- Step 4** Press **Save**.
-

Silicone Covers

You can use the Cisco IP Phone Silicone Cover to protect your desk phone and handset.

The case offers the following benefits:

- Hypoallergenic
- Resistant to wear from a variety of cleaning agents.



Note Use a low-strength cleaning agent to prolong the life and look of the case.

- Reduces damage when the handset is dropped.

For part numbers and other additional information, refer to the phone model data sheet. The Cisco IP Phone 8800 Series data sheets can be found here <https://www.cisco.com/c/en/us/products/collaboration-endpoints/unified-ip-phone-8800-series/datasheet-listing.html>. The Cisco IP Phone 7800 Series data sheets can be found here <https://www.cisco.com/c/en/us/products/collaboration-endpoints/unified-ip-phone-7800-series/datasheet-listing.html>.

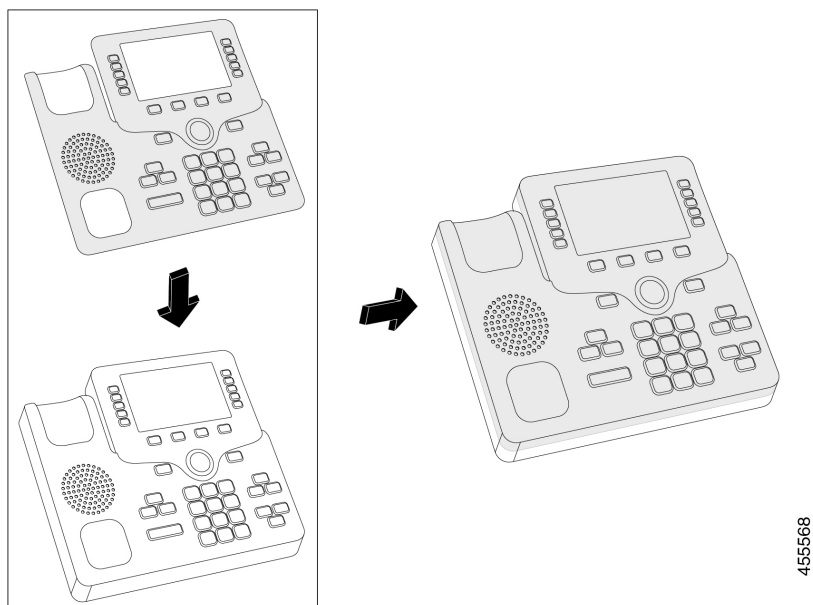
To check which phone model you have, press **Applications**  and select **Phone information**. The **Model number** field shows your phone model.

Table 13: Silicone Covers

Cisco IP Phone	Cisco IP Phone Silicone Cover	Notes	
Cisco IP Phone 7821	<ul style="list-style-type: none"> • 10 pack of Silicone Covers for 7821 Desktop Phone Series (CP-7821-COVER=) • 10 pack of Silicone Covers for 7821 Desktop Phone Series and Handset (CP-7821-COVER-BUN=) 		
Cisco IP Phone 7841	<ul style="list-style-type: none"> • 10 pack of Silicone Covers for 7841 Desktop Phone Series (CP-7841-COVER=) • 10 pack of Silicone Covers for 7841 Desktop Phone Series and Handset (CP-7841-COVER-BUN=) 		
Cisco IP Phone 8811, 8841, 8851, 8851NR, 8861, and 8861NR	<ul style="list-style-type: none"> • 10 pack of Silicone Covers for 88X1 Desktop Phone Series (CP-88X1-COVER=) • 10 pack of Silicone Covers for 88X1 Desktop Phone Series and Handset (CP-88X1-COVER-BUN=) 	Note	The silicone cover doesn't protect the Key Expansion Module.
Cisco IP Phone 8845, 8865, and 8865NR	<ul style="list-style-type: none"> • 10 pack of Silicone Covers for 88X5 Desktop Phone Series (CP-88X5-COVER=) • 10 pack of Silicone Covers for 88X5 Desktop Phone Series and Handset (CP-88X5-COVER-BUN=) 	Note	The silicone cover doesn't protect the Key Expansion Module.
Cisco IP Phone Handset	<ul style="list-style-type: none"> • 10 pack of Silicone Covers for Desktop Phone Handsets (CP-HS-COVER=) 		

Install the Cisco IP Phone Silicone Cover

The silicone cover helps prolong the life of your Cisco IP Phone and make it easier to keep the buttons and number pad clean.

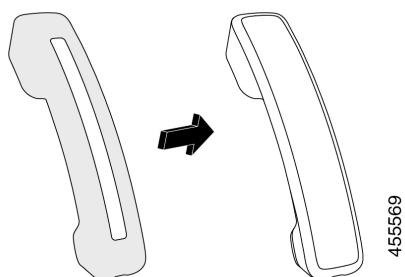


Procedure

-
- Step 1** Position the phone facing you.
 - Step 2** Remove the handset from the cradle.
 - Step 3** Align the cover over the phone with the handset on the left.
 - Step 4** Secure the cover around the corners and side of the phone. The cover should fit securely over the phone without much resistance.
 - Step 5** Place the handset back on the cradle.
-

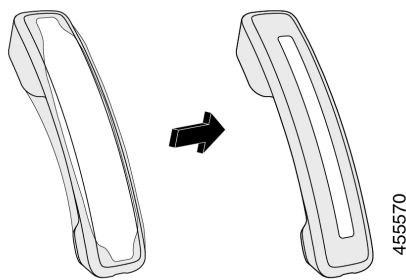
Install the Cisco IP Phone Handset Cover

A silicone cover helps to protect your handset from damage and reduces the spread of germs.



Procedure

- Step 1** Remove the handset from the phone cradle.
- Step 2** Disconnect the cable from the handset.
- Step 3** Slide the silicone cover over the handset until the ear cup is completely inside the cover.
- Step 4** Pull the cover over the other end of the handset.



- Step 5** Make sure the cover is flush against the handset and that the cable port is unobstructed.
- Step 6** Reconnect the handset to the phone and return it to the cradle.
-

Clean the Silicone Cover

Clean your cover if you are worried about dirt and grime. A regular cleaning also prevents the spread of bacteria or germs.

Procedure

- Step 1** Remove the silicone cover.
- Step 2** Clean the cover.
- Note** Use a low-strength cleaning agent to prolong the life and look of the case.
- Step 3** Dry the cover thoroughly. Don't put it back on the phone until it is completely dry.
- Step 4** Put the cover back on the phone.
-

